

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BELLSOUTH TELECOMMUNICATIONS, INC. D/B/A/)	
SOUTH CENTRAL BELL TELEPHONE COMPANY'S)	CASE NO.
REQUEST FOR DEVIATION FROM 807 KAR 5:061,)	94-113
SECTION 10(2))	

O R D E R

On March 23, 1994, BellSouth Telecommunications, Inc. d/b/a South Central Bell Telephone Company ("South Central Bell") filed a letter which the Commission will treat as a motion for a deviation from 807 KAR 5:061, Section 10(2). This section states:

The service objective for regular regrades shall be to fill 90 percent of applications within thirty (30) days unless applicant specifically requests a later date.

South Central Bell is in the process of upgrading all two-party residential service to single-party service. This conversion to single-party service will decrease the number of customers who request regrades. South Central Bell asserts that as the volume of customer requested regrade orders decreases, the resulting percentage of regrades completed will not be representative of actual customer initiated requests. This assertion may be true in some circumstances, but the regulation addresses percentages.

In Case No. 92-310,¹ South Central Bell asked for a deviation from 807 KAR 5:061, Section 10(2). It asserted that the rural

¹ Case No. 92-310, BellSouth Telecommunications, Inc. d/b/a South Central Bell Telephone Company's Request for Deviation From 807 KAR 5:061, Section 10(2).

nature of much of its service area produced facility shortages. This request was denied and South Central Bell was ordered to meet the service objectives.

The Commission addressed service quality issues in the proceedings which established incentive regulation for South Central Bell and which approved the continuation of incentive regulation. In the proceeding establishing incentive regulation the Commission specifically warned South Central Bell that if its quality of service standards declined during the pendency of the incentive regulation plan the Commission would take action on such service declines.² In the April 1991 Order addressing continuation of incentive regulation, the Commission again warned that it expected South Central Bell to devote those resources necessary to meet the required service objectives.³

The Commission, having considered the requested deviation and having been otherwise sufficiently advised, HEREBY ORDERS that South Central Bell's request for a deviation from 807 KAR 5:061, Section 10(2), is denied.

² Case No. 10105, Investigation Into the Earnings of South Central Bell Telephone Company.

³ Case No. 90-256, Phase I, A Review of the Rates and Charges and Incentive Regulation Plan of South Central Bell Telephone Company.

Done at Frankfort, Kentucky, this 17th day of June, 1994.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director